

# TEXAS

## Consumer Sentinel Complaint Statistics and Trends

*January 1 - December 31, 2002*

**Total Number of Fraud and Identity Theft Complaints from Texas Consumers = 26,652**



**Fraud Complaints from Texas Consumers = 12,295**

### *Top Fraud Complaint Categories for Texas Consumers*

Rank	Top Categories	Complaints	Percentage <sup>1</sup>
1	Internet Auctions	2,800	23%
2	Internet Services and Computer Complaints	1,460	12%
3	Advance-Fee Loans and Credit Protection/Repair	1,347	11%
4	Shop-at-Home/Catalog Sales	1,056	9%
5	Foreign Money Offers	953	8%

<sup>1</sup>Percentages are based on the total number of fraud complaints from Texas consumers (12,295).

### *Amount Paid Reported by Texas Consumers*

Total No. of Complaints	Total Amount Paid Reported	Total Complaints Reporting Amt Pd	Percentage of Complaints Reporting Amount Paid	Average Amount Paid <sup>2</sup>
12,295	\$39,020,425	9,865	80%	\$3,955

<sup>2</sup>Average amount paid is based on the total number of fraud complaints where amount paid was reported by Texas consumers (9,865). Three consumers reported an amount paid in the millions (\$20 million, over \$4 million, and \$2 million, respectively).

### *Top Texas Consumer Locations for Fraud Complaints*

Consumer City	No. of Complaints
Houston	1,293
Dallas	905
Austin	735
San Antonio	647
Fort Worth	417



**Identity Theft Complaints from Texas Victims = 14,357**

### *Identity Theft Types Reported by Texas Victims*

Rank	Identity Theft Type	No. of Victims	Percentage <sup>1</sup>
1	Credit Card Fraud	5,660	39%
2	Bank Fraud	3,182	22%
3	Employment-Related Fraud	2,305	16%
4	Phone or Utilities Fraud	2,305	16%
5	Government Documents or Benefits Fraud	1,336	9%
6	Loan Fraud	827	6%
	Other	1,810	13%
	Attempted Identity Theft	1,009	7%

<sup>1</sup>Percentages are based on the 14,357 victims reporting from Texas. Percentages add to more than 100 because approximately 22% of victims from Texas reported experiencing more than one type of identity theft.

### *Top Texas Identity Theft Victim Locations*

Victim City	No. of Victims
Houston	2,654
Dallas	1,224
San Antonio	825
Austin	543
Fort Worth	472